

PRSRT STD  
U.S. POSTAGE  
**PAID**  
STATE OF CALIF.  
ASSEMBLY

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# Useful telephone numbers and websites

STATE OF CALIFORNIA AND  
OTHER PUBLICLY FUNDED PROGRAMS



California State Assembly  
**KAREN BASS**  
ASSEMBLY MAJORITY LEADER  
ASSEMBLYMEMBER, 47TH DISTRICT

*Dear Friend:*

Too often, red tape and bureaucracy hinder people from getting the results they need from government. Knowing who to call for quick, accurate information is important and saves time and energy.

This guide of websites and important telephone numbers (many toll-free) was prepared to assist you in locating the services you need.

The top priority is to provide residents with the best and most current information possible.  
*Please call (323) 937-4747 if you have any questions or need more assistance.*

## CALIFORNIA LEGISLATURE

**Capitol Office:**  
State Capitol • P.O. Box 942849 • Sacramento, CA 94249-0047 • (916) 319-2047

**District Office:**  
5750 Wilshire Boulevard, Suite 565 • Los Angeles, CA 90036 • (323) 937-4747

**Web Site:**  
[www.assembly.ca.gov/bass](http://www.assembly.ca.gov/bass)

STATE OF CALIFORNIA AND  
OTHER PUBLICLY FUNDED PROGRAMS

## Useful telephone numbers and websites

### GENERAL GOVERNMENT

#### 47TH ASSEMBLY DISTRICT

(323) 937-4747

[www.assembly.ca.gov/bass](http://www.assembly.ca.gov/bass)

#### State of California

The internet starting point for the State of California's many services and agencies.  
[www.ca.gov](http://www.ca.gov)

#### State Operator

Phone numbers for all state agencies:  
(916) 657-9900

#### Office of the Governor

California Governor Arnold Schwarzenegger  
**State Capitol Building:** (916) 445-2841  
**Los Angeles Office:** (213) 897-0322 [www.governor.ca.gov](http://www.governor.ca.gov)

#### California Attorney General

The Public Inquiry Unit responds to consumer inquiries and serves as a central clearinghouse for consumer complaints sent to the California Department of Justice.  
(800) 952-5225 [www.ag.ca.gov](http://www.ag.ca.gov)

#### Franchise Tax Board

Administers state personal income taxes and corporation taxes for the State of California. *For taxpayer information:*  
(800) 852-5711 [www.ftb.ca.gov](http://www.ftb.ca.gov)

#### State Auditor's Hotline

The Auditor promotes the efficient and effective management of public funds and programs by providing citizens and government independent, objective, accurate, and timely evaluations of state and local governments' activities. *To report improper governmental activities:*  
(800) 952-5665 [www.bsa.ca.gov](http://www.bsa.ca.gov)

#### State Controller

The Bureau of Unclaimed Property may be holding assets you are entitled to claim. These assets have been turned over to the State for safekeeping by businesses and other organizations as required by law. *For claim forms or to search for possible monies:*  
(800) 992-4647 [www.sco.ca.gov](http://www.sco.ca.gov)

# Useful telephone numbers and websites

## CONSUMERS

### Department of Consumer Affairs (DCA)

The mission of the Department is to protect consumers. They license and regulate 2.3 million professionals, including doctors, dentists, cosmetologists, auto-repair technicians, etc.

(800) 952-5210 [www.dca.ca.gov](http://www.dca.ca.gov)

### • Office of Privacy Protection

This division assists individuals with identity theft and other privacy-related concerns.

(866) 785-9663 [www.privacy.ca.gov](http://www.privacy.ca.gov)

### • Medical Board of California

The Board licenses medical doctors, investigates complaints, disciplines those who violate the law, conducts physician evaluations, and facilitates rehabilitation where appropriate.

**Central Complaint Unit:** (800) 633-2322

**Doctor's license status:** (916) 263-2382 [www.medbd.ca.gov](http://www.medbd.ca.gov)

### • Contractors' State License Board

Licenses and regulates contractors, investigates complaints against contractors, and works to eliminate the number of unlicensed contractors working in California. *For the status of a contractor's license or to file a complaint:*

(800) 321-2752 [www.cslb.ca.gov](http://www.cslb.ca.gov)

### California Public Utilities Commission

Regulates privately-owned telecommunications, electric, natural gas, water, railroad, rail transit, and passenger transportation companies.

*For questions regarding utility rates or billing problems:*

(800) 649-7570 [www.cpuc.ca.gov](http://www.cpuc.ca.gov)

### Department of Financial Institutions

Regulates state-licensed banks, credit unions, and other state regulated depository institutions. *For consumer inquiries or complaints:*

(800) 622-0620 [www.dfi.ca.gov](http://www.dfi.ca.gov)

### National Do Not Call Registry

Consumers can join this registry to reduce unwanted telemarketing calls to their home and cellular phone numbers. *To register:*

(888) 382-1222 [www.donotcall.gov](http://www.donotcall.gov)

### Department of Insurance (CDI)

Overseeing the industry and protecting the state's insurance consumers is the responsibility of the CDI. The CDI regulates, investigates and audits insurance businesses to ensure that companies remain solvent and meet their obligations to insurance policyholders.

**Consumer Hotline:** (800) 927-4357 [www.insurance.ca.gov](http://www.insurance.ca.gov)

## ENVIRONMENT/RESOURCES

### Department of Parks and Recreation

The Department manages more than 270 park units, which contain the finest and most diverse collection of natural, cultural, and recreational resources to be found within California. *For campground reservations:*

(800) 444-7275 [www.parks.ca.gov](http://www.parks.ca.gov)

### Department of Conservation

The Department provides information promoting environmental health, economic vitality, informed land-use decisions and sound management of our state's natural resources. *For information on recycling centers:*

(800) RECYCLE [www.consrv.ca.gov](http://www.consrv.ca.gov)

### South Coast Air Quality Management District (AQMD)

(800-288-7664)

e-mail: [cut\\_smog@aqmd.gov](mailto:cut_smog@aqmd.gov) [www.aqmd.gov](http://www.aqmd.gov)

### Ventura County Air Pollution Control District

(805) 645-1400

e-mail: [info@vcapcd.org](mailto:info@vcapcd.org) [www.vcapcd.org](http://www.vcapcd.org)

*Call to report smoking vehicles as well as excessive odors, smoke, dust, or other air contaminants to help these agencies protect public health.*

## HEALTH AND SAFETY

### Victim Compensation and Government Claims Board

The Victim Compensation Program can help victims of violent crime and their families deal with the emotional, physical, and financial aftermath of crime. *For more information and to apply:*

(800) 777-9229 [www.boc.ca.gov](http://www.boc.ca.gov)

### Department of Managed Health Care

The Department's centerpiece is their innovative HMO Help Center and is the place Californians can go when they can't resolve a problem with their HMO.

(888) 466-2219 [www.dmhc.ca.gov](http://www.dmhc.ca.gov)

### California Department of Veterans Affairs

Confers and administers the benefits provided by a grateful State of California to its deserving veterans and their dependents. *For concerns about benefits or complaints about providers:*

(800) 952-5626 [www.cdva.ca.gov](http://www.cdva.ca.gov)

### California Healthy Families

The Healthy Families Program offers low-cost insurance for children and teens up to age 19. It provides health, dental and vision coverage to children who meet the program rules and do not qualify for free Medi-Cal. *To receive an application:*

(800) 880-5305 [www.healthyfamilies.ca.gov](http://www.healthyfamilies.ca.gov)

## LABOR

### Department of Fair Employment and Housing

The mission of the Department is to protect the people of California from unlawful discrimination in employment, housing and public accommodations, and from the perpetration of acts of hate violence.

**Employment complaints:** (800) 884-1684

**Housing complaints:** (800) 233-3212 [www.dfeh.ca.gov](http://www.dfeh.ca.gov)

### Department of Industrial Relations

The Department was established to improve working conditions for California's wage earners, and to advance opportunities for profitable employment in California. *For public information:*

(415) 703-5070 [www.dir.ca.gov](http://www.dir.ca.gov)

### • Labor Standards and Enforcement

**Los Angeles office:** (213) 620-6330

### • Occupational Safety and Health

**Los Angeles office:** (213) 576-7451

### • Workers' Compensation Public Assistance

(800) 736-7401

### Employment Development Department

Promotes California's economic growth by providing services to keep employers, employees, and job seekers competitive.

[www.edd.ca.gov](http://www.edd.ca.gov)

### State Disability Insurance

(800) 480-3287

### Paid Family Leave

(877) 238-4373

### Unemployment Insurance

(800) 300-5616

## TRANSPORTATION

### Department of Motor Vehicles

The DMV registers vehicles in California and licenses their drivers. This amounts to about 26 million vehicles registered and approximately 20 million licensed drivers.

**Automated appointment line:** (800) 921-1117

**Appointments and other services:** (800) 777-0133 (press 0 for an agent)

**Online Services, forms and information:**

[www.dmv.ca.gov](http://www.dmv.ca.gov)

### CalTrans District 7

CalTrans District 7 designs, constructs and maintains the California State Highway and Freeway System in Los Angeles and Ventura Counties.

*For public information:*

(213) 897-3656

[www.dot.ca.gov/dist07/](http://www.dot.ca.gov/dist07/)

### California Highway Patrol

*To report hazardous roadway conditions or other traffic related matters requiring immediate attention:*

(800) TELL-CHP

or (800) 835-5247

[www.chp.ca.gov](http://www.chp.ca.gov)

